Volunteer Role Profile

Volunteer Role	**Event Ushers and Support**
Volunteer Manager	**Head of Events / Senior Events Operations Manager**
Where you will be based	**Community**

Why we want you

This volunteering opportunity will involve being part of our busy events diary and supporting the events team in delivering first class events to our external clients. We are looking to increase the number of events we deliver in order to generate vital income. Our events need to be carefully controlled and professionally delivered in order to protect the Pensioners, the heritage buildings and to ensure that clients leave wanting to return.

The Events team are looking to work with volunteers who are keen to support us in running a wide range of events, from carol services to weddings and conferences. Your role will contribute to the great service that we provide to the Chelsea Pensioners and our community and partners where you will support us in the meeting and greeting of guests, crowd management, informing guests of the RHC history and supporting on other event tasks such as overseeing set up in spaces and ensuring the historic fabric and heritage items are protected.

What you will be doing

- Event day tasks such as way finding for guests, meet and greet, supplier liaison.
- Providing guest with information they may need about the site from a practical or historical point of view.
- Supporting the Events managers on event set up ensuring the spaces are protected and suppliers are sticking to the strict protocols.
- Doing various on the day checks such as decibel readings, keeping walkways clear, being a point of contact if multiple spaces are in use..

The skills you need

- Positive can-do attitude and ability to perform tasks independently.
- A good knowledge of the RHC History and Heritage.
- Enjoys meeting and interacting with a variety of people.
- Enthusiastic about events.
- Excellent customer service and customer interaction.
- Excellent communication skills.
- Enjoys being part of a team.
- Ability to remain calm during busy periods.

What's in it for you

- Induction training.
- Expenses in line with RHC volunteer expenses policy
- Experience of working at the home of the iconic Chelsea Pensioners.
- Opportunity to develop your skills and learn new ones.
- Regular one to one supervision to support you in your role and discuss your development.
- Opportunity to network with other volunteers.

Disclaimer

The tasks and activities listed in this role description are intended as a guideline to the duties you will perform as an Activities Volunteer, to clarify your volunteer role for the benefit of all concerned. It does not form the basis of a contract of employment. Volunteer activities may be varied from time to time in consultation with yourself.